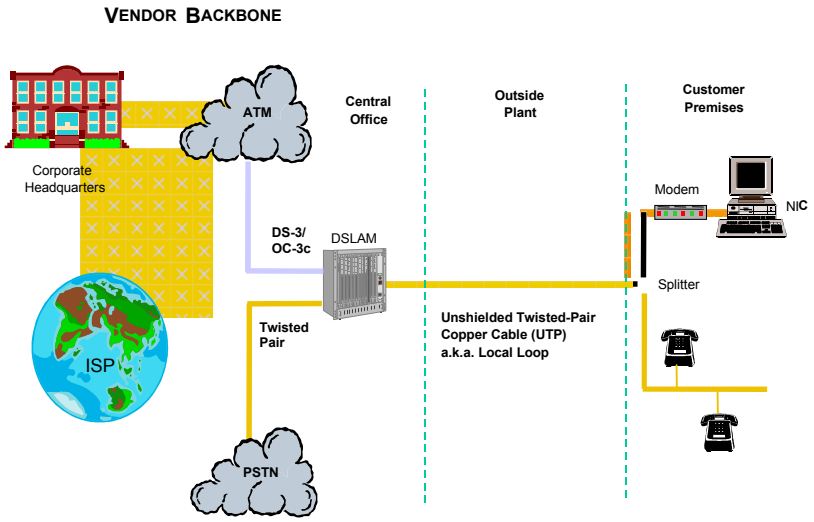
DOIT MASTER AGREEMENT NUMBER:	B-03-006	DOIT APPROVAL DATE:	11/21/03

VENDOR NAME: SBC SNET | **FEIN: 06-054-26-46**

SERVICE/PRODUCT NAME: xDSL Service: ADSL - Remote Local Area Network Digital Subscriber Line (RLAN DSL) Transport Service

SERVICE/PRODUCT DESCRIPTION:

Remote Local Area Network Digital Subscriber Line (RLAN DSL) transport service is provided to businesses with a local area network (LAN). RLAN DSL enables a business to allow access to its LAN remotely. Examples of this service are corporate work-from-home and remote office applications, as well as remote learning applications for academic institutions. The business purchasing the RLAN DSL acts as the customer and must authorize each end user's connection to the RLAN DSL service.



The diagram above depicts our network backbone. SBC SNET DSL provides an always on, virtual private line connection from the customers premises (either a single PC or a multi-PC/LAN) to the local serving central office or DSL remote. At the central office or remote, the service is connected to the SBC SNET ATM Cell Relay Network for delivery to the ISP or corporate LAN.

RLAN DSL Service Options and Available Speeds

RLAN DSL Service	Downstream	Upstream
Primary	Up to 384 kbps	128 kbps
Primary +	Up to 1.5 Mbps	128 kbps
Basic	384 kbps - 768 kbps	128 kbps
Basic +	768 kbps - 1.5 Mbps	256 kbps
Symmetric	384 kbps	384 kbps
Premium	1.5 Mbps - 4 Mbps	384 kpbs
Premium +	4 Mbps - 6 Mbps	384 kbps

DSL Routers

SBC SNET supports the Cayman 3546, a DSL broadband router. It is an all-in-one device combining the DSL modem with a robust 4-port 10/100 Ethernet Switch. The Cayman 3546 is easy-to-use with a web-based user interface and no software to load on a PC. It provides secure access with a built-in NAT firewall, VPN IPSec pass through support, and a security monitoring log.

The Cayman 3546 router includes the following features:

- High speed DSL modem
- Built-in 4-port 10/100 Ethernet switch
- Supports up to 253 devices on the customers network (any combination of dynamic or static IP addressing)
- Easy to use web-based administration interface
- Firewall protection
- Security monitoring and logging of unwanted hacker attacks
- VPN pass through (for IPSec, L2TP, or PPTP protocols)
- Built-in troubleshooting and self-diagnostics tools
- No software to load on to the PC
- Desktop or wall-mountable

ATM Connection

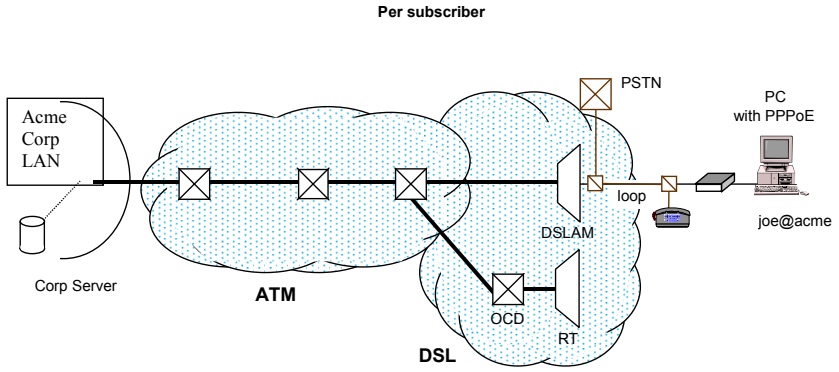
SBC SNET's ATM network connects the RLAN user to the customer's corporate network. Each RLAN user connects to the corporate ATM facility (typically located at the customer's corporate data center) through a virtual circuit. The ATM facility can operate at DS1, DS3 or OC3 speeds.

Bandwidth on the serving facility is provisioned as unspecified bit rate (UBR). UBR bandwidth charges for DSL traffic over an ATM circuit are determined by the number of DSL lines multiplied by the downstream bandwidth for each DSL line.

For example, if there are ten 1.5 Mbps DSL lines, then the UBR charge is for 15 Mbps. Once the billed UBR bandwidth reaches the available port speed, UBR bandwidth is no longer charged when adding additional users. This does not prohibit how many DSL customers an ATM port can support.

DSL Transport Architecture

Fig 4



Quantity of DSL RLAN Users

The number of ADSL customers that an individual ATM port can support depends on many factors. Each business must determine the maximum number of DSL customers they will terminate on their ATM interface based on the following factors:

- ATM port speed (DS1, DS3, OC3)
- ATM terminating equipment (router or switch)
- DSL end user speed (higher or lower speed)
- Bandwidth concentration ratio
- Percent of end users simultaneously on-line
- Other bandwidth requirements on the ATM Port (CBR, VBR)

Port Speed	SNET Max PVCs per Port*	VPI Range	VCI Range
DS-1 (1.5 Mbps)	100	2-63	34-255
DS-3 (45 Mbps)	2,000	2-63	34-255
OC-3 (155 Mbps)	4,000	2-63	34-255

* The “max PVCs per port” is SBC SNET’s maximum is based on our ATM switch supplier and should not be considered a recommendation

SERVICE LEVELS:

Installation Intervals

Less than 10 lines = 15 business days
10 or more lines = Individual Case Basis

Routine Repair Intervals

Response time = Less than 1 hour
Repair Resolution time = 4 hours or less

Repair Service Level Definitions:

Repair Response is the time elapsed between when SNET receives a report of a problem or otherwise becomes aware of a problem, and the time that SNET responds to the end user or other designated contact to verify the problem.

Repair Resolution Time means the elapsed time between when the State notifies SNET of a problem, and the time that SNET restores service and such service is acceptable to the State.

SERVICE AVAILABILITY/LIMITATIONS:

SERVICE AVAILABILITY
See Service Availability spreadsheet

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PRODUCT SCHEDULE

MASTER AGREEMENT NUMBER: B-03-006 | DOIT APPROVAL DATE: **11/21/2003**

VENDOR NAME: SBC SNET | **VENDOR FEIN:** 06-054-26-46

SERVICE NAME: xDSL Service: ADSL - Remote LAN DSL Transport

A 2% credit will be issued monthly against the items ordered from this Product Schedule per the SBC SNET Master Agreement

Activity (Add, Delete, Change)	Date of Vendor Request	Date Approved By DOIT	Item	Item Code	Description of Service/Equipment	Unit	Initial Conversion: Non-Recurring Unit Cost	Post-Conversion: Non-Recurring Unit Cost	Recurring Monthly Cost
Add	11/12/03	11/21/03	1		Primary: Up to 384 kbps down/ 128 kbps up	line (50-249 total)	$50.00	$50.00	$42.00
Add	11/12/03	11/21/03	2		Primary +: Up to 1.5 mbps down/ 128 kbps up	line (50-249 total)	$50.00	$50.00	$46.00
Add	11/12/03	11/21/03	3		Basic: 384 to 768 kbps down/ 128 kbps up	line (50-249 total)	$50.00	$50.00	$46.00
Add	11/12/03	11/21/03	4		Basic +: 768 kbps to 1.5 mbps down/ 256 kbps up	line (50-249 total)	$50.00	$50.00	$61.00
Add	11/12/03	11/21/03	5		Symmetric: 384 kbps down/ 384 kbps up	line (50-249 total)	$50.00	$50.00	$91.00
Add	11/12/03	11/21/03	6		Premium: 1.5 to 4 mbps dn/ 384 kbps up	line (50-249 total)	$50.00	$50.00	$116.00
Add	11/12/03	11/21/03	7		Premium +: 4 to 6 mbps down/ 384 kbps up	line (50-249 total)	$50.00	$50.00	$171.00
Add	11/12/03	11/21/03	8		Primary: Up to 384 kbps down/ 128 kbps up	line (250-600 total)	$50.00	$50.00	$41.00
Add	11/12/03	11/21/03	9		Primary +: Up to 1.5 mbps down/ 128 kbps up	line (250-600 total)	$50.00	$50.00	$45.00
Add	11/12/03	11/21/03	10		Basic: 384 to 768 kbps down/ 128 kbps up	line (250-600 total)	$50.00	$50.00	$45.00
Add	11/12/03	11/21/03	11		Basic +: 768 kbps to 1.5 mbps down/ 256 kbps up	line (250-600 total)	$50.00	$50.00	$60.00
Add	11/12/03	11/21/03	12		Symmetric: 384 kbps down/ 384 kbps up	line (250-600 total)	$50.00	$50.00	$90.00
Add	11/12/03	11/21/03	13		Premium: 1.5 to 4 mbps dn/ 384 kbps up	line (250-600 total)	$50.00	$50.00	$115.00
Add	11/12/03	11/21/03	14		Premium +: 4 to 6 mbps down/ 384 kbps up	line (250-600 total)	$50.00	$50.00	$170.00
Add	11/12/03	11/21/03	15		Technician installation	dispatch	$200.00	$200.00	$0.00
Add	11/12/03	11/21/03	16		Customer self installation	n/a	$0.00	$0.00	$0.00
Add	11/12/03	11/21/03	17		Unsuccessful customer self installation dispatch	dispatch	$150.00	$150.00	$0.00
Add	11/12/03	11/21/03	18		Modem package	package	$125.00	$125.00	$0.00
Add	11/12/03	11/21/03	19		Modem only	modem	$99.00	$99.00	$0.00
Add	11/12/03	11/21/03	20		Router package (Cayman Router, 1 PC ins wire, NIC)	package	$378.00	$378.00	$0.00
Add	11/12/03	11/21/03	21		Additional NIC	nic	$40.00	$40.00	$0.00
Add	11/12/03	11/21/03	22		Filter package	package	$20.00	$20.00	$0.00
Add	11/12/03	11/21/03	23		Splitter	splitter	$35.00	$35.00	$0.00
Add	11/12/03	11/21/03	24		Additional PC wiring	PC	$80.00	$80.00	$0.00
Add	11/12/03	11/21/03	25		Installation of wiring or jack (Cayman Router-per PC)	location	$120.00	$120.00	$0.00
Add	11/12/03	11/21/03	26	BR2U5	ATM Bandwidth UBR (per 1/2 Mb)	1/2 Mb	$0.00	$0.00	$4.50
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